

CLAIMS

We claim:

1 1. A method for defining the measures of performance of a
2 customer information technology organization, comprising the
3 steps of:

4 identifying customer performance goals;

5 building a model in response to the customer goals

6 including a plurality of primitive metrics;

7 performing gap analysis of the model to determine which

8 of the primitive metrics are already collected by said

9 organization and the process capabilities for data

10 collection;

11 identifying new data collection sources for those

12 primitive metrics which are not already collected by

13 said organization;

14 implementing tools and processes for gathering said

8 measures that empirically demonstrate said behaviors.

1 7. The system of claim 6, further comprising:

2 a gap analysis work product for specifying differences
3 between said measurement model work product and current
4 customer measurements to identify possible deficiencies
5 in organization measurement processes.

8. A method for defining the measures of performance of a
customer information technology organization, comprising the
steps of:

4 collecting into a competency-defined measurement
5 categories and measurements file definitions of
6 selected categories of behavioral measurements;

7 selecting from said file contract measurements;

8 implementing said contract measurements; and

9 using and maintaining said measurements.

8 during a transformation phase, transferring to said
9 customer resources and assets for implementing said
10 measurement solution as validated.

1 13. The method of claim 12, said developing step comprising
2 the further step of:

3 building said measurement solution responsive to inputs
4 from a measurement catalog work product and a target
5 future business capabilities work product.

1 14. The method of claim 13, said validating step comprising
2 the further step of:

3 executing a measurement gap analysis work product
4 responsive to inputs from a current customer
5 measurements work product, a future process design
6 points work product, a to-be organization design work
7 product and a to-be process design work product.

1 15. The method of claim 14, said transferring step
2 comprising the further step of:

3 pursuant to an interface agreement work product,
4 providing an external interface requirements work
5 product, a configuration script work product, a
6 contract measurement business policy work product, a
7 scorecard work product, an end-user training materials
8 work product, and a deployment plan work product.

1 16. System for formulating measurement requirements that
2 are to be implemented in an engagement, comprising:

3 means operable during a proposal contextual phase for
4 developing a measurement solution to be delivered to a
5 customer;

6 means operable during a due diligence phase for
7 validating assumptions and behavioral expectations in
8 said measurement solution; and

9 means operable during a transformation phase for
10 transferring to said customer resources and assets for
11 implementing said measurement solution as validated.

1 17. Method for executing a gap analysis responsive to a
2 measurement model and current customer measurements,
3 comprising the steps of:

4 mapping said current measurement model to said current
5 customer measurements and identifying measurement gaps;

6 identifying measurements not covered by said
7 measurement model;

8 identifying nonproductive measurements;

9 identifying the impact to an organizational structure
10 and processes of said customer of said measurement
11 gaps; and

12 identifying any other requirements for measurement
13 program success.

18. A canonical method for defining a measurements model work product, comprising the steps of:

19. System for defining a measurements model work product,
comprising:

12 prioritizing said first measures with respect to number
13 of related measures;

14 responsive to said prioritizing steps, building a
15 second draft measurement model.

1 21. The method of 20, further comprising the step of
2 performing gap analysis on said measurement model.

1 22. A program storage device readable by a machine,
2 tangibly embodying a program of instructions executable by a
3 machine to perform method steps for defining the measures of
4 performance of a customer information technology
5 organization, said method steps comprising:

6 identifying customer performance goals;

7 building a model in response to the customer goals
8 including a plurality of primitive metrics;

9 performing gap analysis of the model to determine which
10 of the primitive metrics are already collected by said
11 organization and the process capabilities for data

12 to determine said measurement model work product.

1 28. A program storage device readable by a machine,
2 tangibly embodying a program of instructions executable by a
3 machine to perform method steps for defining a measurements
4 model work product, said method steps comprising:

5 defining the goals of a customer information technology
6 organization;

7 defining behaviors associated with said goals;

8 mapping said behaviors against a measurement catalog to
9 identify first measures related to said behaviors;

10 building a first draft measurement model from said
11 first measures;

12 prioritizing said first measures with respect to number
13 of behaviors satisfied;

14 prioritizing said first measures with respect to number
15 of related measures;

